

Breaking Ground



photo by Tony Lopez

Illinois Senator Richard Durbin (center, right) helped break ground at the site for the Arsenal's future Child Development Center located on Golf Lane south of Rodman Ave.

Child development center construction underway

In a ceremony highlighted by the traditional "ground breaking," Illinois Senator Richard Durbin helped kick off the construction of the Arsenal's new, state-of-the-art Child Development Center.

The ceremony, held March 22, was attended by Rock Island Arsenal commander, Col. Mike G. Mullins, as well as Rock Island District Army Corps of Engineers commander, Col. William J. Bayles.

The construction of the new Child Development Center marks two important "firsts" for the Arsenal. The new facility will be the first of its kind in the Army since new standards have been set regarding school-age facilities. The project also marks the first major construction at the Arsenal in more than 12 years.

The Child Development Center will be available to military, civilian, and contractor families with school-age children. Senator Durbin said he wants the children of people serving the nation to have the best facilities.

"I hope the new child development center will provide education and developmental support for military and civilian families alike," the senator said.

Mullins celebrated the importance of the new facility saying: "We've always known that the children are our future," he said, "and we've always taken that responsibility seriously."

The new facility will have several amenities including a 6,000-square foot play ground. It will serve approximately 120 children.

Importance of Arsenal shown in Iraq

The embedded media and news coverage of the ongoing conflict in Southwest Asia have provided a unique view of what's happening thousands of miles away. Now we are right alongside the soldier in the HMMWV or the personnel carrier watching events as they unfold in real time. We were able to watch the demonstration of technology through the numerous cruise missiles and bunker buster munitions that were employed. But it was the soldier on the ground that made victory possible – the technology only made the soldier's job a little easier.

Watching the marines and soldiers as they advanced on Baghdad truly brought home why Rock Island Arsenal exists – to support the American warfighter. Each day you can see another product of Arsenal being used – from the 105mm and Paladin artillery systems of the Army to the 155mm towed systems of the Marine Corps and all the other maintenance repair parts and tool sets in between.

Few people outside our community also realize the tremendous support provided by the other activities and organizations here on Arsenal Island, from all the munitions



Col. Mike Mullins
Commander, Rock Island Arsenal

used by all the Armed Services that are managed on a daily basis by the Joint Munitions Command -- to the armament systems supported by the Rock Island office of the Tank-Automotive and Armaments Command – to all the prepositioned stocks managed and supported by the Army Field Support Command.

Our Community and Family Activities (CFA) folks have been key in ensuring the local families of those deployed are taken care of as well. We estimate that there are over 3,000 deployed personnel within a 100-mile radius of RIA, with over 9,000 family members. Part of our mission here at

the Arsenal is to take care of those family members so that the deployed service men and women can concentrate on taking care of their job. But no matter what your job – military, government employee, or contractor – you make a positive difference to the overall effort. We can only provide this support when we work together as one team. Every person is key to our success and we can only make help the soldiers do their jobs if we are doing our job.

We have all watched the jubilant faces of Iraqi's as they experience, for the first time in decades, the exhilarating taste of freedom. While our Armed Forces still have operations ongoing daily, the focus in Iraq now shifts to nation building. Iraq is a country with history measured in millennia. This is the land where civilization began – where earth was first cultivated, and the first alphabet was invented – long before even the Greek and Roman Empires. The Iraqi people have now been given a new start. Our thoughts are with them as they travel down this long and difficult road. And as always our thoughts and prayers are with those service members in Southwest Asia and throughout the world who continue to serve democracy every day.

The Rock

THE ROCK is an unofficial publication for members of the Rock Island Arsenal community. The views and opinions expressed are not necessarily those of the Arsenal or the Department of the Army. The editorial content of THE ROCK is the responsibility of the Public Affairs Office, Rock Island Arsenal. Contributions to the ROCK are welcome: Postal address: Commander, Rock Island Arsenal, RIA-PA, Rock Island, IL 61299-5000. E-mail address: RIA-PA@ria.army.mil. Phone: 309-782-1121. The circulation of the ROCK is approximately 3,000. The ROCK available on-line at the Rock Island website at www.ria.army.mil.

Rock Island Arsenal

Col. Mike G. Mullins

Commander

Alan G. Wilson

Deputy to the Commander

Gale L. Smith

Public Affairs
Officer

Allen A. Marshall
Editor



Farewell!

**Sgt. Maj. departs**

Col. Mike Mullins, Rock Island Arsenal commander, presents an Arsenal Island photo to Command Sgt. Maj. Rodney K. Felder. The presentation was made during Felder's farewell ceremony. Felder is now assigned to the 101st Airborne Division which is currently in Iraq. SFC (P) Richard D. Jessup is the acting Arsenal Sgt. Major.

HQ Support Troops inactivated after 32 years

April 17 marked the end of an era as the Headquarters Support Troops company inactivated after 32 years at the Rock Island Arsenal.

The inactivation was brought on partly because of a slow decline in soldier population at the Arsenal during the past years. Also, Rock Island Arsenal now falls under the Tank Automotive and Armament command, which has a support company. There are not enough soldiers on the Arsenal to justify two companies.

The HST was the administrative unit for all the soldiers on the arsenal.

It organized all morale, welfare, and recreational events for the soldiers and their families. It provided all military training, standards, and disciplinary actions.

The HST also did the finance paperwork for the active duty soldiers and assisted retirees when possible. The company held and returned soldiers that were absent without official leave and supported troops around the world.

Capt. Zara Ramsey commanded the HST company until its inactivation. Ramsey will leave for her next assignment at Ft. Lee, Va. in May.

To Our Soldiers

Send greetings to troops with new web site

WASHINGTON (Army News Service, April 9, 2003) - The Army has established a new Web link that makes it easier to send a greeting to soldiers serving in the War on Terrorism.

The link, called "To Our Soldiers," is on the Army HomePage.

People interested in sending a message to a soldier can also access the program directly at:

[www.army.mil/
tooursoldiers/
messages/1.html](http://www.army.mil/tooursoldiers/messages/1.html).

While similar Web sites for sending messages to service members in general already existed, there was no way to send a message specifically to someone in the Army.

"This link gives people a way to be connected directly to soldiers," said Lt. Col. Mark H. Wiggins, Web director for the Army HomePage.

"To Our Soldiers" was launched the night of April 8 and enjoyed immediate response. Within minutes of being launched, more than 20 messages were received, and by morning, the number of messages was more than 200, Wiggins said.

"The numbers are not the important thing," Wiggins said. "What is important is providing the capability for people to get their message to soldiers."

To Our Soldiers is designed for posting a message to an individual soldier or to a group, but is not designed to be a letter writing service, instant-messaging service, e-mail service, bulletin board or general chat service.

Each message is viewed individually, and may be edited or deleted if the content violates operational security, privacy or propriety.

S Always remember risk management

A
F
E
T
Y

Managing risk is an everyday occurrence. Whether we are walking across a busy intersection or operating a highly complex piece of machinery – we are continually managing the risks associated with that activity. As a matter of fact, many times we implement the necessary control measures without thought – these actions come from experience or training.

In this article, we will explore the U.S. Army's Risk Management process in general terms – the basics. The U.S. Army's Risk Management (FM 100-14) process is a formal five-step process that begins in the planning stage of the mission and continues throughout execution.

Risk management is defined as “the process of identifying, assessing, and controlling risks arising from operational factors and making decisions that balance risk cost with mission benefits.” This five-step process is illustrated in the figure below.

Identify Hazards: Hazards are sources of danger or risks due to enemy or adversary presence or other conditions. They can be found in all operational environments. When identifying hazards you should

always consider all possible situations.

Assess Hazards: During this step we examine each hazard in terms of probability and severity. This process allows us to determine the risk level of one or more hazardous incidents that could result from exposure to the hazard. This is conducted in three sub steps: probability, severity, and associated risk.

Develop controls, make risk decisions: A key aspect of making risk decisions is determining if the risk is justified.

Leadership must compare and balance the risk against mission expectations.

Implement Controls: Leaders, staff, and team members shall ensure that all selected control measures are integrated into SOPs, written and verbal orders, mission briefings, and staff estimates. It is critical that controls are communicated into clear, simple execution orders understood by all levels.

Supervise and Evaluate: Leaders must continuously evaluate their organization's (large and small) effectiveness in managing the mission risks.

The Army's five-step risk management process offers organizations a proactive approach to eliminate accidents while increasing safety awareness.



ABUSE

Protecting children is everyone's responsibility

(Editor's note: This article was compiled with help from the Army Community Services) April was Child Abuse Prevention Month in the Army. It is the Army's duty to protect and defend our constitution, our country and its citizens. As soldiers, when we protect our children, we protect our nation.

Soldiers, civilian employees and family members can make a positive contribution to the growth and development of the children in their lives. Everyone can build strong commitments with family, friends, neighbors and community to keep all children safe. Every person can instill confidence in children so that they count on trustworthy adults. Child

abuse is the one danger that can be controlled.

In April, the Army celebrated the well-being of all children. This year's campaign was — “Our Country, Our Children: Protecting them Both.”

Every member of a community should understand that any form of child abuse goes against Army values and undermines the mission. It is everyone's responsibility to keep children safe.

Taking action can be easy: keep yourself and your children safe; reach out to other families and children; if you see child abuse, report it immediately; and, volunteer and share your time and skills with others.

“Child abuse prevention is a

“It is the Army's duty to protect and defend our constitution, our country and its citizens. As soldiers, when we protect our children, we protect our nation.”

command priority at Rock Island Arsenal,” Col. Mike G. Mullins said. “Throughout the year, join us in protecting America's future by protecting America's children.”

Arsenal plays key role in success of M119 weapon

(Editor's note: The following information was pulled from a briefing developed by William Peiffer) The M119 is the primary artillery piece used by the Light Infantry Divisions (the 82nd and 101st Airborne) that were so often shown on the news during Operation Iraqi Freedom.

The weapon is towed by a Humvee or it can be dropped from an aircraft or sling-loaded under a helicopter.

Rock Island Arsenal produced the M119 in the 1990s. Various agencies on the Arsenal have all contributed in some way to the weapon. Joint Munitions Command has provided the ammunition for the weapon and engineers from the Arsenal, along with the weapon system managers from TACOM Rock Island, have provided the GELONS site mount.

The Light Artillery System Improvement Program (LASIP) applies upgrades to the recoil mechanism to provide improved reliability under all battlefield conditions and enhance the service life of the weapon. The recoil mechanism is the shock absorber for all of the energy created by the bullet being fired and is the heart of Rock Island Arsenal's expertise and value in weapons systems production.

As part of the LASIP program, TACOM Rock



The M119 in action during Operation Iraqi Freedom.

Island provides systems for RIA to upgrade, coordinates with the gaining units, and then leads the fielding team that installs the upgrades on the weapons. Some units that received this upgrade are now deployed to Iraq and have sent word back to RIA saying things like:

"The M119A2s are really holding up."

"You guys should be proud of the guns you built."

It all comes together and demonstrates the value of the "Rock" and it's top professionals, military and civilian, from the Rock Island Arsenal's world class manufacturing that produced this weapon, to the Joint Munitions Command's expertise in ammunition management and production and to the professionals at TACOM Rock Island that manage the weapons systems.



Bench Marking with Industry

John Schnoor (right) from John Deere Davenport Works and Harry Debourcy with the Eastern Iowa Community College district, toured the Arsenal Factory in April. Both men were visiting the Arsenal to share their ideas on Lean Manufacturing and to gain insight into what the Arsenal is doing with Lean.

RIA makes move from IT directorate to TDF Corporation

Amidst cheers and claps, and hugs and tears, the Rock Island Arsenal Information Technology Directorate said goodbye to retirees and personnel leaving for other jobs as it broke apart at a ceremony on April 1 in the Baylor Conference Room.

Col. Mike Mullins attended the ceremony and stated, "This is not a change for the better or worse, it is just a change. I give all of you my best wishes – to those retiring, to those accepting the challenges of new jobs, and to those remaining to carry on in partnership with TDF Corporation."

The ceremony included the retirements of Mr. Kenneth A. Becker, Mr. John R. Bender, Ms. Linda M. Bernat, Ms. Diane Dooley, Ms. Cindy K. Ekleberry, Ms. Sharon Fleming, Mr. Ronald E. Glover, Ms. Nancy L. Henderson, Mr. William C. Jones, Ms. Barbara J. Ruwe, Mr. Fred L. Lue, Ms. Nancy A. Schroeder, Mr. George S. Stoken, Ms. Judith A. Ticken, and Ms. Ruth Wolfe. Mr. Bender, retiring director, also received several awards: the Commander's Award for Civilian Service from the Army Materiel Command's G3 Staff, for his exceptional services in the implementation, deployment and operation of the Digital Storage Retrieval Engineering Data System (DSREDS) and subsequently, its replacement with the Joint Engineering Data Management

Information Control System (JEDMICS) at Rock Island Arsenal; and a Customer Appreciation Award, from Redstone Arsenal, for his JEDMICS support through the years.

The reconfiguration of the directorate was the result of an A-76 study. The Army awarded the contract to TDF Corporation, of Naperville, Illinois, on December 31, 2002, to perform information technology work at the arsenal, including telecommunications, computer services, and application development, visual information services, and printing and publication services. A 90-day transition period began on Jan. 6 and ended April 6. TDF became the RIA technology provider as of April 6.

Of the original 116 government personnel in the directorate, 15 chose to accept VERA/VSIP, 40 took other federal assignments at their same grade, 20 were changed to lower grades and placed within federal organizations, and 40 have remained to perform the inherently governmental work. Due to the diligent efforts of the RIA Civilian Personnel Advisory Center and the RIA unions, there were no separations.

Army Community Services and the Employee Assistance Program provided financial, job skills, and personnel counseling to anyone who desired the services.

Bridge News

10 tips to reduce congestion

The Bi-State Regional Commission has published 10 tips on how to reduce congestion and help air quality. For information on Quad Cities bridges go to the web site at:

www.bistateonline.org.

1. Limit driving, or carpool.
2. Choose the bus, walking or bicycling.
3. Shift your schedule to avoid high traffic times

4. Avoid excessive idling.
5. Plan ahead by leaving early.
6. Avoid trips: use direct deposit; pack a lunch; try mail-order shopping; and but in bulk.
7. Postpone trips for non-work hours.
8. Schedule deliveries for early or late in the day.
9. Choose cleaner emitting vehicle and cleaner fuels.
10. Keep vehicles maintained.

Conservation projects wrapping up

Major energy savings work has been taking place all over the island and is making a significant difference in Rock Island Arsenal's energy consumption and costs, already reducing our peak electric load by one-fifth.

There are five major projects: geothermal conversion in family housing, lighting upgrades throughout the installation, heating and cooling controls for the manufacturing complex, upgrades to the hydroplant, and installation of a new peak shaving generator by the heating plant.

In the December ROCK we highlighted the upgrade or replacement of 24,000 light fixtures in 56 buildings. In an add on to that project, RIA added ten buildings to the light fixture upgrade and also added the installation of energy efficient night light systems throughout the island to the project.

RIA will operate the new peak shaving generator during the summer. Public Works anticipates that this will save another 1 megawatt of energy cost per month by reducing demand charges. Alterfor Inc. installed the new generator in April. In a recent on-line test at 80% the new generator worked well. Public Works is pursuing an agreement with Mid-American Energy for them to use our new generator as a back-up for their system. This would be a win-win for both, giving Mid-American increased back-up capacity and providing the arsenal with additional funds.

More information on the other energy conservation projects will be featured in the next several editions of the ROCK.

Maj. Gen. McManus honored with EEO award

ROCK ISLAND, Ill. – Maj. Gen. Wade H. McManus Jr., commanding general of the Joint Munitions Command, has been honored by the Secretary of the Army for his management of a JMC program that has become a model for other Army organizations.

In a ceremony held at the Pentagon on March 14, Maj. Gen. McManus was presented with the Secretary of the Army's Equal Opportunity Award (Manager) for 2002. Accompanying Maj. Gen. McManus at the awards ceremony was his wife, Mary Frances.

Maj. Gen. McManus earned the award for his leadership of JMC's Minority College Relations Team. The team was formed to help the command carry out several presidential executive orders that call on federal agencies to support institutions of higher education which serve minorities, and to form mutually beneficial partnerships with institutions classified as Historically Black Colleges and Universities, Hispanic-Serving Institutions, Minority-Serving Institutions, and Tribal Colleges and Universities.

In commenting on the award, Maj. Gen. McManus praised the efforts of the members of the Minority College Relations Team.

"This award truly belongs to them, and to all the other JMC troops

who've made this program such a success," Maj. Gen. McManus said. "I'm very proud of them, and I really appreciate all the hard work they've done."

The Minority College Relations Team has been in place at JMC and its predecessor commands since 1996. While individual members have come and gone over the years, the team has consistently represented a cross-section of organizations and functions within the command. Membership has recently expanded to include representatives from other organizations on the island, including the Tank-automotive and Armaments Command, Rock Island Arsenal, and the Rock Island District of the U.S. Army Corps of Engineers.

Every year, the team sponsors a Minority College Relations Workshop and Chancellors' Day Conference. Attendees at the conference include presidents, chancellors and other representatives of the minority institutions participating in the program, along with representatives from other Army organizations interested in strengthening or establishing their own minority college programs.

During the 2002 conference, 24 individuals from Army agencies outside the Arsenal came to the conference to learn from the command's success, a sign of the Army-wide reputation earned by



**Maj. Gen.
Wade H. McManus, Jr.**

the Minority College Relations Team. Others attending the conference came from the Air Force and from private corporations. Maj. Gen. McManus showed his interest in the program by inviting all conference participants to Quarters One for a meal and tour.

This is the second time that a commanding general based on the Arsenal has received the Secretary of the Army's Equal Opportunity Award. In 1998, the award was presented to Maj. Gen. James Monroe of the Industrial Operations Command.



Commander's Quality Excellence Award

From left to right: Donna Whitcomb, William Richards, Stephen Olsen, Col. Mullins, David Mehuys, Roy Minnis, Deborah Boatman, and Ronald Lund. John Whipple also received the award, but was not present for the picture.

This team was awarded the 2nd Quarter FY 2003 Commander's Quality Excellence Award for their outstanding efforts in improving the manufacturing process for obturator pads. The improved process for these items has resulted in reducing the total unit cost from \$86.00 to \$64.00 and improved the overall production yield.

New Arsenal IG appointed

Twining takes on new position

David R. Twining has been appointed as the Acting Inspector General (AIG) for Rock Island Arsenal (RIA). In that capacity, Mr. Twining will be available for all RIA military and civilian personnel who have the need to request assistance/register complaints through the Inspector General Action Request (IGAR) system.

Mr. Twining will field all complaints or requests for assistance but, in accordance with his prescribed duties, is not authorized to conduct independent inspections, formal investigations, or inquiries.

As such, depending on the nature of assistance required or complaint presented, all issues will be evaluated and either handled personally by Mr.

Twining or will be referred to the U.S. Army Tank-automotive and Armaments Command (TACOM) Inspector General for final resolution. Also, if the matter that personnel wish to bring to the Inspector General's attention falls within the purview of another avenue of redress, referral may be made to other individuals or activities for assistance, such as the Equal Employment Opportunity Office, the local union, the Merit System Protection Board appeals system, or the personnel's supervisor/manager.

If any military or civilian employee wishes to present a complaint or request assistance as an IG matter, Mr. Twining can be contacted by phone at 2-6170, e-mail at twiningd@ria.army.mil, or by fax at 2-1540.

Credit union holds elections

Board of Directors Richard Burns, Robert Hill and Linda Miller were all re-elected for a three-year term at RIA Federal Credit Union's 68th Annual Meeting. Also selected to complete an unexpired two-year term was Arun Pillutla.

The Annual Meeting was held on March 28, 2003 at Heritage Hall on the Rock Island Arsenal. Chairman Olson reviewed the prior years achievements and notated that the credit union returned a record \$4,142,133 in dividends to their members during the past year.

RIA is a full service financial institution serving over 34,000 military and civilian members with offices located in Ia., Ill. and Wis.

Recent emails and broadcast messages from the Defense Finance and Accounting Service (DFAS) payroll offices have announced specific timeframes and processing schedules projecting when employees in specific major commands can expect to receive the retroactive 1% pay adjustment.

Processing of the retroactive transaction is the initial step that Civilian Personnel Operating Centers (CPOCs) must perform in order to document and flow the adjusted salary as of Jan. 12, 2003 via the payroll interface to the Defense Civilian Pay System (DCPS).

In addition, all intervening pay related transactions effected since Jan. 12 must be corrected and updated in DCPS. The number of corrective transactions will vary for each employee and must be done in order to en-

DFAS processing pay adjustments

sure that all retroactive payments can be paid accurately and timely by DFAS. Only upon receipt of the corrective transactions, will DFAS be able to make retroactive payments.

For CPOCs, processing of the retroactive transactions will begin once the necessary salary tables have been loaded in the Defense Civilian Personnel Data System (DCPDS). The loading of the tables will occur as early as April 12. Therefore, the earliest date that CPOCs can initiate processing of transactions is April 14.

DA employs a wide variety of employees in various pay plans, occupational series, geographic locations,

etc. all of which impact the benefits, entitlements, and pay of each employee as a group or often individually. This involves a labor intense process and results in a variety of situations and processes as well as individual circumstances to consider.

Due to volume and processes involved in completing the retroactive 1% pay adjustment and intervening transactions, it may take several pay periods for the CPOCs to complete the total process. Some employees will get an initial increase on one paycheck and an additional increase on later paychecks. This is part of the normal process involved in executing retroactive person-

nel actions.

During this timeframe, your servicing CPOC will be working not only to complete all retroactive processing but to process current personnel transactions within a timely and efficient manner.

We ask employees to refrain from contacting CSR, CPAC, and CPOC representatives on matters relating to the processing or receipt of retroactive payments until June 27, 2003.

After June 27th, employees should contact his/her CSR to determine what action if any is necessary.

The overall goal of everyone involved in this process is to work efficiently and expeditiously so that all employees receive monies he/she is due as soon as possible. Your cooperation in this effort is sincerely appreciated.

LEAN

Arsenal completes Rapid Improvement Event

Rock Island Arsenal completed its first Rapid Improvement Event (RIE) April 4. The event focused on the Forward Repair System (FRS). Two teams were established; the first team looked at the FRS flow of parts from blast to paint and the second team looked at the FRS Assembly Cell phase I. RIA had a mix of people from six different divisions and one person from Ground Systems Industrial Enterprise for a total of 15 participants. Both teams completed a three-hour classroom training session conducted by RIA's Lean Consultant, Simpler, on the basics of Lean and then completed a walk-through of the FRS assembly area. At the conclusion of the Team Out-Briefs April 4, a team participation certificate signed by the RIA Commander was presented to all participants of this very successful RIE.

RIE Team accomplishments

Team 1:

Team one's objective was to establish an improved flow thru blast, paint, and assembly to meet the takt time of 2.65 days for the flat rack and enclosure as part of the FRS. Flow time for both parts before this RIE was 27.7 hours, and after the event the flow time is 22 hours, which meets the takt time. Another objective of this RIE was to increase productivity thru blast to assembly. The team was able to increase productivity thru blast to paint by 21 percent for flat rack and enclosure. Two other issues were addressed: brainstorming by the team members, which included safety; and the handling of parts. The team identified 10 safety issues which have been addressed to comply with applicable RIA safety procedures (seven that were done quickly and three that will be completed in 30 days.) One handling issue -- the use of jack stands to replace sawhorses when blasting the flat rack and enclosure and removing a set of rails position in the floor of the blast house -- is being coordinated within the Industrial Center and Engineers Services for potential implementation as a significant improvement for the production of the FRS.

Team 2:

The objective of Team two was to determine the appropriate number of cells or stations in the assembly area of the FRS. Before the event, there were no cells/stations in the assembly area of the FRS. During the event, the team determined the need for three cells/stations to build a complete Forward Repair System in assembly. Another objective of this team was to determine the number of people required to build a complete FRS. Before the event,



Two teams participated in the Arsenal's first Rapid Improvement Event.

people from various areas within the assembly area would build the FRS. During the event, the team determined the three cells/station needed six people. Two people building the flat rack, two people building the enclosure and sub-assemblies, and one person positioning and restocking the supermarket. The final objective of this team was to determine the proper work sequence to build a FRS. Currently, 51 operations are required to build the FRS. During the event, it was determined that the sequence/operations could be reduced to nine operations which is a significant improvement for the production of the FRS in terms of productivity and the hours to build the FRS.

Up-Coming Lean Events

RIA will conduct the next Rapid Improvement Event on the FRS May 5 – 9. RIA will have four teams established during this event week. The teams will continue with improving the FRS production areas and focus on operations involving the refurbishing of the flat rack, painted parts and purchased parts for the supermarket, establishing assembly cell phase II, and conducting the first 6S Lean Event.

Also, the Value Stream Analysis (VSA) for the RIA Acquisition Process was conducted on April 28-30. This VSA includes participants from RIA, TACOM-RI Procurement Specialists, TACOM-RI Small Business Office, and DFAS-RI. The objective of this VSA was to streamline the acquisition process at RIA to reduce processing steps, to improve vendor deliveries, and to enhance support to the production line. The result of this VSA will be reported in the next issue of "The Rock."



Morale Calls

Army Community Services provides families with the use of telephones to contact their loved ones. Anyone interested should call 782-0829 so the ACS can register visitors for entry onto the island and provide directions to the office. Moms and dads do not have ID cards nor do they have decals for their vehicles so registering is a must.

RIA also provides assistance for morale calls and ACS has the VTC capability. Morale calls are for the soldiers to call home from Southwest Asia through RIA. Calls to homes in the local calling area are free using DSN (793-6001, enter #2, choose local call).

Calls that are considered in state long distance would have a fee attached but only the fee from Rock Island to the city (i.e. Geneseo or Iowa City). These calls are more convenient for soldiers and families as soldiers are able to call home when they can. Families trying to call soldiers may have difficulty locating them.

Anyone needing information is welcome to call ACS at 782-0829 for assistance.

Youth center

There has been an increased presence of the RIA Police at the Youth Center. The RIA officers have been observed laughing and playing various games with the Youth and School Age Services Program participants.

Several RIA police officers have been coming to the programs on an ongoing basis to get to know the participants and develop a relationship with them. In the non-threatening, relaxed and fun environment, youth have taught the officers computer games, built Lego creations and played kick ball.

The officers have taught the youth that law enforcement representatives are real people who like to have fun and truly do care about them.

SuperClub

Active-duty, retired military, DOD civilians, Guard, Reserve and their dependents and on-installation

contractors are eligible for the special rates offered by SuperClubs.

Super-inclusive vacation packages to places like the Caribbean are available at special rates. Call 1-800-467-8737, ext. 5678. Mention "MWR." Information is also available at the MWR leisure travel office.

AER program helps soldiers, donations being accepted

Army soldiers and their families often suffer severe personal and financial hardships during crises such as the current war in Iraq. The deployment of Army forces to the Middle East has increased the need for Army Emergency Relief assistance as family financial situations are challenged due to increased expenses, lower income, and other family adjustments.

AER is a private nonprofit organization incorporated in 1942 by the Secretary of War and the Army Chief of Staff. AER's sole mission is to help soldiers and their dependents. In partnership with the Department of the Army, AER administers funds that provide financial assistance to Army soldiers and their families. Assistance is available to all active duty soldiers and Reserve Components soldiers ordered to active duty for more than 30 consecutive days.

AER does not receive any appropriated or nonappropriated government money. Funding is through voluntary contributions from active and retired soldiers and army civilians. Repayment of AER loans is interest-free. Additional income is from investment and unsolicited contributions.

AER provides interest-free loans or a grants (an outright gift of funds) to soldiers and families in need. If repayment of a loan will cause undue hardship a grant is given. A combination or a loan and a grant is another option available.

AER helps with assistance with essentials like utilities, food and rent, to scholarships for undergraduate-level education – AER is the only organization that exists for the sole purpose of helping the army take care of its own. AER does NOT finance nonessentials, vacations, pay fines or legal expenses, assist with purchasing a home or making improvements, purchasing a vehicle or cover bad checks or pay credit card bills.

General Eric K. Shinseki, U.S. Army Chief of Staff, stated in his annual message to soldiers, "Soldiering has always been and remains an affair of the heart, and AER is an important instrument in support of the Well-Being of our people". His words run true especially during this time of war. Soldiers and their families fight for our rights of freedom everyday. AER is a means to give back to them.

Rock Island Arsenal will conduct their annual campaign 15 Apr – 14 May 2003. Donations are accepted during this time and are 100% tax deductible. Anyone interested can contact Penny Dixon, Army Community Service and Army Emergency Relief Officer, at (309) 782-0828.

Felder says farewell

One might think that saying “fare well” should become easier since I’ve spent a lifetime moving. It doesn’t get easier at all.

As the sun set on my tour here at Rock Island Arsenal, I am grateful for the opportunities, the relationships, and the challenges. Days after my arrival, 1SG Robinson and I were having lunch at Wendy’s when we were approached by a mother and her son.

The mother stated that her son wanted to say something to us. The little boy said, “Thank for protecting us.” Nine months later I’m sitting in the restaurant called *Friday’s* getting ready to pay for my order when an older gentleman says, “Soldier, can I pay for your meal? It’s my way of saying thank you.” This is the kind of treatment I’ve received from the Quad Cities communities. But in between the first month and the ninth, life on Arsenal Island has been exciting. We have some tremendous people here and I have enjoyed the association and the relationships I’ve encountered.

I am grateful for the opportunities this Commander has given me to

grow into the job. There were no restraints, no restrictions, only 110% support. Our first conversation set the tone for our Command Team and again I’m extremely grateful. I also want to say a personal thank you to Ms Julie Bitner, Arsenal Protocol. We have probably spent time hours putting together events (no two alike) and Protocol puts in an Emmy winning performance each time. Thanks for everything Julie.

My experiences here have allowed me to gain considerable knowledge in industrial operations, base operations, public relations, and human relations. There are many opportunities and potential on this Island and look forward to one day



**Command Sgt. Maj.
Rodney K. Felder**

passing through the Midwest and seeing the American flag still flying above the Island.

I’ve been asked if I think about returning to Rock Island Arsenal. The answer is probably no. One reason (in my mind) is you never really find a place the way you left it and two; I would not be able to return to the Rock Island Arsenal side of the Installation. And if I couldn’t buddle up with you’ll again, it’s not worth the –17 degree weather.

God Bless you and Rock Island Arsenal, Felder signing out...

NOTE: CSM Felder departed Rock Island Arsenal and has been assigned to the 101st Airborne Air Assault Division.

Answering the cost question the Army way

(Editor’s note: This article provided by the Installation Management Agency, Northwest Region) One of the telling questions a manager needs to be able to answer is “how much does that activity cost?” Cost management is the technique that enables a manager to answer that question and make sound management decisions.

The principle underlying cost management is the ability to capture all the costs associated with a given activity or product.

That means capturing the direct and indirect labor costs, the material costs, overhead costs, and any other

attributable costs. Activity Based Costing and Management (ABC/M) is the tool the Secretary of the Army has identified to conduct cost management throughout the Army.

ABC/M is based upon the premise that products are generated by actions and actions consume resources. From that principle a model can be constructed that tells the manager how much a process costs.

The Army Installation Management Agency (IMA) is the headquarters level agency that provides direction, management, and oversight to the Army’s garrisons both in the United

States and Overseas. Over the next 18 months, IMA is implementing ABC/M.

The implementation process will require a certain cultural change as garrison managers must take a more enterprise view of their processes than has been the practice in the past. ABC/M is up and running in several garrisons across the country and has shown promising possibilities for cost efficiency at these pilot sites.

The Installation Management Agency goal is to use the lessons learned from these proven practitioners in implementing ABC/M in the rest of our garrisons army-wide.

FREE MULCH AND SCRAP WOOD - Opened April 30!

Pick up your FREE mulch and scrap wood at the Mulch Lot, located on the southeast corner of East Avenue. Hours of Operation: Wednesdays 1:30-4:30 p.m., Saturdays 6:00 a.m.-12:00 p.m. Call 782-0383 to schedule special pickup appointments. (for installation personnel only)

All Unions Serviced By RIA CPAC. Employee resumes within the RESUME Builder Tool will be deleted after 180 days of inactivity. Army began deleting them on the 17th of April. For information contact David G. Webb at 309-782-8634. Also, Resume Builder, Vacancy Announcements, Answer, and Self-Nomination will be down from May 7 until May 12. Announcements will remain open for a full five workdays.

Blood Profile appointments start on May 6. Call 782-6787 or 5922 to schedule one at the Fitness Center.

Rebuilding Class: Beginning May 7. To be held in the Employee Assistance Conference/Training Room in Bldg 110. This 10-week course is designed to help those who have suffered loss through the death of a spouse /significant other or divorce. Participants must use annual leave to attend. Call EAP for information at 782-2555.

May 9 Rock Island Arsenal MWR 2003 Spring Golf Tournament. Call the Fitness Center, 782-6787 or 5922.

Rock Island Arsenal Employees Golf Club has approximately 12 openings for the 2003 season. All civilian employees and badged contractors are eligible for membership. Play is at on the Rock Island Country Club with teeoff times (generally) prior to 0730 hours or after 1500 hours. A full membership for the season is \$740.00, covering green fees and other costs associated with the clubs' special events. Call 782-9656, or EMAIL at joseph.olenowski@dfas.mil for further information.

Pet Vaccination Clinic, May 16 1:00-7:00 p.m. and May 17 from 8:00 a.m. - noon. RIA Fire Department. For active duty military, active duty reservists, military retirees, and dependents.

Seminar: Transformation In Logistics and Manufacturing, "The Way Ahead", June 17 Radisson Plaza Hotel, Davenport. The Army is transforming itself so that its forces are lighter, more rapidly deployable, logistically compact, more lethal and less vulnerable. Sponsored by NDIA Iowa-Illinois Chapter. \$150. Register at www.ndia-ia-il.org.

The 30th APSA/JA/MUCOM reunion will be held June 19 at noon at Al's Steak House in Joliet, IL. Lunch will be ordered from the menu. Please notify Clara Scaman at 782-8383 by June 11, 2003 if you plan to attend.

International Training and Communication Club (ITC), 2nd Tuesday of every month, 11:30 a.m. to 1:00 p.m., Hammond Conference Room, Bldg 390, 4th floor. ITC is dedicated to teaching more effective communication. Call 782-5251 or e-mail coylej2@osc.army.mil.

The Arsenal Club Grill (in the bar) is now open Tues thru Fri, 2:00 p.m. until 8:00 p.m. Food items available for purchase are burger baskets, cheeseburger baskets, and Fish sandwich baskets. Made to order hot breakfasts are now available in the Food Court, bldg. 60, from 6:00 - 8:30 a.m. Monday through Friday.

Toastmasters International. 1st Wed. of each month, 11:45 a.m. - 12:45 p.m., Corps of Engineers Clock Tower; 3rd Wed. of each month, 11:45 a.m. - 12:45 p.m., CPOC Training Room, Bldg. 102. Call 794-5378 or 794-5507 for more information.

Chapel open for Prayer on Wednesdays. Private prayer between 11:00 a.m. and 1:00 p.m. in the chapel (basement, building 56). Group prayer between 11:30 a.m. and noon in the annex. (basement, building 56).

Smoking (and tobacco chewing) Cessation Classes. Every Tuesday, 3:00 - 4:00 p.m., building 110, first floor, southeast wing. Call 782-4357 to enroll.

New RIA Museum Display: "A Tribute to Our Troops," featuring images from Iraq and Afghanistan. The museum is open 7 days a week from 10:00 a.m. until 4:00 pm.

Island ATM: there is an RIA Federal Credit Union ATM located in Building 61 down the hall to the right of the Credit Union Office.

TSP Open Season, April 15 through June 30, 2003.

Health Clinic Hours: Monday - Friday 7:00 a.m. - 4:00 p.m. by appointment only. Pharmacy hours: Monday - Friday 7:30 a.m. - 3:45 p.m. The Pharmacy is closed daily for lunch 12:30-1:30 p.m. The number is 309-782-0550/0804. Call prior to traveling a long distance. Call 782-0802 in advance if you need laboratory work.

SARS discoveries...To find out more information please click on the following weblink for updates and information on how to protect your family and yourself from this new and evolving disease.

<http://www.cdc.gov/ncidod/sars/>